



August 24, 2005

**VIA OVERNIGHT MAIL**

Ms. Mary L. Cottrell, Secretary  
Department of Telecommunications and Energy  
One South Station, 2<sup>nd</sup> floor  
Boston, MA 02110

Re: Investigation by the Department Regarding Service  
Quality Guidelines Established in Service Quality  
Standards for Electric Distribution Companies and Local  
Gas Distribution Companies, D.T.E. 04-116

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Dear Secretary Cottrell:

In response to the request in the Hearing Officer's Memorandum of August 17, 2005, that each participant to this proceeding identify the name and position of each person whom they wish to sponsor as an expert on any topic, Fitchburg Gas and Electric Light Company d/b/a Unitil ("Unitil") submits the following:

Name	Position	Topic(s)
Glenn Appleton	Director, Meter & Service	Odor Calls
Chris Dube	Manager, Electric Operations	Inspection and Maintenance Guidelines Training, Procurement and Certification of Outside Contractors
Justin Eisfeller	Director, Engineering	Definition of Excludable Events (IEEE Standard 1366-2003) Line Loss / Unaccounted-for-Gas
Mark Lambert	Director, Customer Service	Market Access Services

Gary Epler  
Senior Attorney

6 Liberty Lane West  
Hampton, NH 03842-1720

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The persons listed above may also address the topics  
Incentives/Offsets and Standardization of Benchmarks depending upon  
subject area.

Thank you for your attention to this matter.

Sincerely,

A handwritten signature in cursive script, appearing to read "Gary Epler", followed by a small flourish or initials.

Gary Epler  
Senior Attorney

cc: Jody M. Stiefel, Hearing Officer (3 copies)  
Service List